



SUCCESS STORY

USAID/PHCPI Continues to Promote Patients' Rights Throughout Iraq

The USAID-funded Primary Health Care Project in Iraq (PHCPI) is continuing to work with primary health care centers (PHCCs) and local health committees (LHCs) to promote patients' rights throughout Iraq. USAID/PHCPI believes that client-centered care is fundamental to the delivery of high quality health services and to patient safety. By making patients equally partners in and advocates for their own health care, the project seeks to expand access to quality services, particularly for underserved and vulnerable populations.

On September 8-9, 2013, USAID/PHCPI staff held a Patients' Rights Workshop in Maysan province in southern Iraq. Forty (40) key decision makers, including the Director of the Maysan Directorate of Health (DoH), district health managers, PHCC managers, and representatives from local NGOs, participated in the workshop. PHCPI's Communication and Media Advisor, Mr. Mizeal Hatim, facilitated sessions on the objectives of introducing a patients' rights statement, mechanisms for putting these rights into practice, and techniques for engaging mass media in the dissemination of patients' rights. Workshop participants discussed how communities and health entities can better partner together to reach PHC goals.

On the second day of the workshop, participants were divided into four working groups to develop recommendations on the role of each of the following



Mayson DG and PHCPI Advisor discuss Patients' Rights in Maysan

groups in disseminating patients' rights: 1) the media, 2) the health promotion department, 3) the quality assurance department, and 4) community groups. The working groups each developed an action plan based on their recommendations. USAID/PHCPI will continue to assist the Maysan DoH in implementing these action plans in the 14 PHCCs targeted by the project.

The workshop itself drew much attention from the media, and was covered on Al-Huria, Al-Baghdadia, Al-Soumaria, Al-Afaaq TV channels. USAID/PHCPI hosted a similar workshop in Basrah province September 11-12, 2013, and similar events will engage DoHs and PHCCs throughout Iraq.

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